Volunteer Program Issue Resolution Chart

This flow chart is to guide volunteers of the Nature Parks in the event they have a concern/issue/dispute or grievance to avenues of resolution.

The volunteer is responsible for pursing avenue of resolution, with assistance from the Volunteer Coordinator. On occasions, it may be appropriate for steps to be skipped due to the seriousness of the issue or individual/s associated.

Refer to Better Impact for access to issue resolution policies and procedures.

I am a Nature Parks
volunteer and I have a
concern, issue, dispute or
grievenace regarding:

Steps -

Volunteer role and responsibilities or other general concern

Review Code of Conduct Policy and Volunteer Position Description Speak with your staff supervisor or Volunteer Team Leader

Refer to Volunteer Coordinator for guidance & resolutior

Equal Opportunity, Harassment, Bullying or Discrimination Review Equal Opportunity, Anti-Discrimination and Bullying Policy Speak with your Staff Supervisor or Volunteer Team Leader

Refer to VolunteerCoordinato for guidance & resolution

Dangerous or unsafe working conditions

Refer to Occupational Health & Safety Policy Refer the matter to the Volunteer Coordinator

Volunteer Coordinator will Escalate to OH&S Coordinator for resolution

Dishonest or corrupt behaviour

Refer to the Volunteer Code of Conduct &/or Protected Disclosures Policy Speak with your Staff Supervisor or Volunteer Team Leader or Volunteer Coordinator (if appropriate) Refer the matter to the Protected Disclosures Contact Officer Matter referred to CEO, Board representative and/or Police or other Authority

Environmental or Sustainability concern Speak with your Staff Supervisor or Volunteer Team Refer the matter to the Volunteer Coordinator Volunteer Coordinator liaises with Sustainability Committee Representative

Animal Welfare

Speak with your Staff Supervisor or Volunteer Team Leader Refer the matter to the Volunteer Coordinator Captive wildlife, Pest Animals, Other wildlife & CI Animals refer to the Environmental Manager

Research activiites involving wildlife -Refer to research Manager